



CENTERSTONE

Tips from the Graduating Class

Jennifer Craig, MA, MS, LCPC, SPHR, SHRM-SCP

Chief Operating Officer and Project Director

Alton, Illinois (St. Louis Metro East)

PBHCI Cohort V

General Information

- Community Behavioral Health Center with an array of services for all ages including psychiatry, mental health and substance use disorder counseling, community-based services wellness & recovery services, residential services, medication assisted treatment and peer wellness coaching
- HIP Program – Care Coordination, Wellness & Recovery services, Peer Wellness Coaching, Wellness & Recovery College (WHAM, WRAP, Peer-to-Peer Well Body, Tobacco Cessation, Nutrition Education, Seeking Safety)
- Number of staff: 150 total in Alton – 12 Wellness & Recovery Specialists, 6 Peer Wellness Coaches, 2 Nurse Care Coordinators
- Clients service: 539 as of 6/30/16
- IPAT Level: Level 5




CENTERSTONE

Primary Care Provision

- Co-located FQHC with regular consultation and collaboration. While medical records are not fully integrated, information/record sharing is routine and embedded in processes.
- Primary care available on site 5 days per week; specialized care for clients with Hepatitis C/HIV also available twice a month
- Primary care partner pays rent for space at our facility, pays all costs to run primary care clinic and participates in consultative staffing and executive strategic planning meetings
- On-site services: PCP, lab, pharmacy, medical-legal partnership



Accomplishments

- Positive client health outcomes
 - 83% reduction in psychiatric hospitalization
 - 92.9% reduction in justice system involvement
 - 93.8% reduction in homelessness
 - 79% reduction in ER visits
 - 52% decrease systolic BP – 18 months
 - 69% cholesterol decrease – 18 months



- Built a fully integrated peer workforce that is a critical component of our team – Peer Wellness Coaching is so popular that clients ask for it



If I Knew Then What I Know Now...

- Start planning for sustainability from Day 1
- Do not make assumptions about FQHC – listen!
- As you are starting up, recognize that changing the culture is just as important (if not more important) than the processes and programming you implement



Moving Forward

- What will change about our services?
 - Our partnership with the FQHC is not going to change – we are both committed to continuing to provide integrated services
 - We are expanding medical screenings and embedding it into intake for the whole organization
- Our biggest challenge to sustain services?
 - Illinois budget crisis
 - Changes in how we will be paid (fee for service to value based care) – could be an opportunity but the challenge is how much is still unknown

